



MNCC IOC: Continuously Enhancing Service for Sailors

MNCC staff will have access to improved customer service features over time – leading to increased accuracy and timeliness in answering questions and completing personnel/career actions so Sailors can focus on what is important: their warfighting missions and their families.



Sailors will be able to access and receive support from MNCC in the way that is most convenient for them – enabling them to:

- ✓ Submit an MNCC service request via Chat, MyNavy Portal (MNP), Phone, and Social Media.
- ✓ Leverage modern technology to tap into any of these channels (smart phones tablets, etc.).
- ✓ An MNCC agent will be able to see the same screen/information a Sailor sees, for quicker Service Request resolution.



Sailors will have fewer systems to interact with, and contact center agents will have more information about them before they even start the call.

- ✓ An MNCC agent will have access to the same information about a Sailor regardless of how the Sailor starts the Service Request – Chat, MyNavy Portal (MNP), Phone, and Social Media.
- ✓ Agents will have more information to help them tailor their answers to questions, i.e. officer or enlisted, new Sailor or “old salt”, aviator or submariner, etc.) which will increase speed to resolution.



Sailors will have access to even more up-front, accurate information on MNP – enabling them to:

- ✓ Receive more guidance on what is needed to complete a task, or be sure all information required is provided, saving time for everyone.
- ✓ Initiate even more HR actions online through expanded online self-service functions.
- ✓ Access, view, learn the status, and update their Service Requests, all on MNP.
- ✓ Use an expanded Knowledge Base on MNP that is an accurate and reliable source of information for Navy policies, NAVADMINs, FAQs, and more.
- ✓ Interact with peers and other community members to address common HR issues, suggest changes, and drive key initiatives through a “Communities” function.

